



The purpose of this Board of Governors (Board) Committee Charter is to establish the responsibilities and administration of the EXTERNAL AFFAIRS COMMITTEE. Within this document, the following is contained:

- I. Members
- II. Purpose & Areas of Responsibility
- III. Administration
- IV. Secretary of the Committee

MEMBERS

BE IT RESOLVED that an EXTERNAL AFFAIRS Committee of this Board of Governors ("Committee") hereby is established consisting of all members currently serving on the BOG, one of whom shall be appointed by this Board as the Committee's chair, and another as Vice Committee chair.

PURPOSE & AREAS OF RESPONSIBILITY

BE IT FURTHER RESOLVED that the basic responsibility of the Committee shall be to advise and assist this Board with respect to the Corporation's stakeholder related policies and objectives, and the actions required to achieve those objectives. More specifically, the Committee shall:

- Oversee the structure, implementation and governance of any stakeholder process established by the Board in order to ensure effective representation of and response to stakeholder issues.
- Review the Corporation's strategies and programs to promote the retention of current customers and facilitate business expansion to new customers.
- Review the Corporation's action plans and programs for stakeholder, client, and/or customer communications, education and outreach.
- Review stakeholder, client, and/or customer feedback from meetings, forums and surveys conducted by the Corporation, including the Annual Client Survey. Advise the Board on reporting standards for client issues.
- Oversee implementation of the Board Nominee Recommendation Process.
- Such other duties and responsibilities as may be assigned to the Committee, from time to time, by the Board and/or the Chair of the Board.

ADMINISTRATION



BE IT FURTHER RESOLVED that the Committee:

- The committee is accountable to the Board of Governors,
- Shall fix its own time and place of meetings and shall prescribe its own rules of procedure, consistent with the requirements of the Bylaws. Meetings may be called by the Chair of the Committee or the Chair of the Board. All meetings shall be held pursuant to the Bylaws and Open Meeting Policy of the Corporation with regard to notice and waiver thereof, and written minutes of each meeting shall be duly filed in the Corporation's records,
- A quorum of which shall consist of two-thirds (rounded to the next highest whole number) of its members,
- At a minimum, the Committee shall review and update the committee charter on an annual basis.

SECRETARY OF THE COMMITTEE

BE IT FURTHER RESOLVED that, unless otherwise designated by the Corporate Secretary of this Corporation or the Committee in consultation with the Corporate Secretary, the Corporate Secretary shall serve as the Secretary to the Committee.